



Service Set: Product Support Services - Right Item Software CAS

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RISK PLANNING

- **Identify Key Processes through:**

Contract Review: Contract Line Items associated with deliverable software, the Statement Of Work, and the Contract Data Requirements List (CDRL) for delivery of Software related documents.

Planning Document Review: Software Development Plan, Software Quality Assurance Plan, etc.

- **Some common supplier key processes/systems**

Requirements Management, Configuration Management, Software Quality Assurance, **Peer Review**, etc.

- **Rationale for selecting Peer Review**

An effective peer review process has the capability of removing up to 70% of software defects early in the development life cycle, when it is cheaper to correct

RISK ASSESSMENT

- **Peer Review Rating:**
 - Schedule - H, Cost - H, Performance - H
- **Rationale for Risk Rating**

The Supplier is behind schedule due to overly aggressive performance estimates, and has decided to perform peer reviews only on selected Computer Software Units

- **Risk Assessment to - Performance, Cost, and Schedule to Moderate Risk**

The risk rating for the process could change from high to moderate if the Supplier reinstates their application of the Peer Review process

RISK HANDLING

- **Risk Handling Methods and Rationale:**
 - Process Proofing will be used to assure that the Supplier has a process in place for conducting Peer Reviews
 - Product Audits will be conducted to ensure both that follow-up occurs following Peer Review, and that Peer Reviews are being conducted
- **Intensity** - A Sample of Computer Software Units based on the current schedule will be selected to assure that peer reviews have been conducted and the process implemented effectively
- **Frequency**
 - Process Proofing will be accomplished initially, then Quarterly
 - Product audits will be accomplished on a monthly basis
- **Schedule**
 - Process Proofing - Initially June 28
 - Product Audit - Initially July 15

RISK MONITORING

- **Monitoring assessed risk for impact on risk rating**
 - Execute risk monitoring using the risk handling techniques on the prior chart. Issue CIOs or CARs as needed.
- **Risk Handling adjustments**
 - Review results of risk monitoring to see if there is evidence at the Supplier location that Risk Handling has had a positive influence on this process, adjust handling techniques accordingly.
Adjustment for Peer review may include adding data analysis to look at the types of data being generated as a result of the Peer review process for trends.
- **Rationale for Risk Monitoring**
 - Failure to perform effective Peer Reviews can result in increased deficiencies discovered during the testing phase of the development life cycle. The later in the life cycle that deficiencies are uncovered, the more difficult and expensive it is to remove them, and the more likely they will have an adverse effect on Cost, Schedule, and Performance.

RISK DOCUMENTATION

- **All activities associated with Risk Management must be documented**
 - Risk Planning, Risk Assessment, Risk Handling, Risk Monitoring, document the activity, the results, and the rationale including updates
 - Activities associated with reassessments and changes to any element of risk management
- **What Tools?**
 - Requirements Assessment Management Program
 - Software Professional Estimating & Collection System
- **Documentation** provides evidence that you are having an effect on your Suppliers Processes and **demonstrating active communication**